



STATE OF TENNESSEE  
DEPARTMENT OF LABOR AND WORKFORCE DEVELOPMENT  
BOARD OF EMPLOYEE ASSISTANCE PROFESSIONALS  
ANDREW JOHNSON TOWER, SECOND FLOOR  
710 JAMES ROBERTSON PARKWAY  
NASHVILLE, TENNESSEE 37243-0657  
(615) 741-2859

**EMPLOYEE ASSISTANCE PROFESSIONAL INTERN EVALUATION**

Intern: \_\_\_\_\_

Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_

Rate the employee assistance intern regarding the guidelines listed below using the scale provided.

- 1 Ineffective
- 2 Minimally effective
- 3 Effective
- 4 Very effective
- 5 Other: Please explain in comments.

**ETHICS AND PROFESSIONAL CONDUCT**

- |    |   |   |   |   |   |   |
|----|---|---|---|---|---|---|
| 1. | 1 | 2 | 3 | 4 | 5 | Complies with all standards which are prerequisite to licensure.                              |
| 2. | 1 | 2 | 3 | 4 | 5 | Examines referral practice for necessity and avoids actual or perceived conflict of interest. |

**RECORD KEEPING**

- |    |   |   |   |   |   |   |
|----|---|---|---|---|---|---|
| 3. | 1 | 2 | 3 | 4 | 5 | Maintains confidential client records in accordance with federal regulation 42 CFR Part 2 and applicable state law. |
| 4. | 1 | 2 | 3 | 4 | 5 | Documents demographic data, initial assessment, EAP recommendations, and follow-up contacts.                        |

**SUPERVISOR/UNION REPRESENTATIVE CONSULTATION**

- |    |   |   |   |   |   |   |
|----|---|---|---|---|---|---|
| 5. | 1 | 2 | 3 | 4 | 5 | Provides individual consultation to supervisors and union representatives regarding the management and referral services to employees with job performance and behavioral/medical problems. |
|----|---|---|---|---|---|---|

## **CRISIS INTERVENTION**

- |    |   |   |   |   |   |  |
|----|---|---|---|---|---|--|
| 6. | 1 | 2 | 3 | 4 | 5 | Arranges to have crises intervention services available 24 hours a day for covered employees, their family members, and contracting organizations. |
|----|---|---|---|---|---|--|

## **ASSESSMENT AND REFERRAL**

- |    |   |   |   |   |   |   |
|----|---|---|---|---|---|---|
| 7. | 1 | 2 | 3 | 4 | 5 | Conducts an assessment to identify a problem, develops a plan of action, and when appropriate refers to an outside source for problem resolution. |
| 8. | 1 | 2 | 3 | 4 | 5 | Bases referrals on client needs and resources as revealed by the assessment and supported by observation and documentation.                       |

## **SHORT TERM PROBLEM RESOLUTION**

- |     |   |   |   |   |   |  |
|-----|---|---|---|---|---|--|
| 9.  | 1 | 2 | 3 | 4 | 5 | Determines which clients are appropriate for short term problem resolution services. |
| 10. |   |   |   |   |   | When providing short term counseling, the intern:                                    |
| a.  | 1 | 2 | 3 | 4 | 5 | Explains the purpose of counseling sessions.   |
| b.  | 1 | 2 | 3 | 4 | 5 | Discusses the rules for the counseling process.                                      |
| c.  | 1 | 2 | 3 | 4 | 5 | Directs counseling interaction.  |
| d.  | 1 | 2 | 3 | 4 | 5 | Helps the employee/client define his/her needs.                                      |
| e.  | 1 | 2 | 3 | 4 | 5 | Seeks background information about the presenting problem.                           |
| f.  | 1 | 2 | 3 | 4 | 5 | Maintains an objective stance.   |
| g.  | 1 | 2 | 3 | 4 | 5 | Uses self-disclosure and demonstrates warmth.  |
| h.  | 1 | 2 | 3 | 4 | 5 | Empathizes with family members.  |

- |    |   |   |   |   |   |  |
|----|---|---|---|---|---|--|
| i. | 1 | 2 | 3 | 4 | 5 | Reassures client that his/her problem is of real importance. |
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#### **MONITORING AND FOLLOW UP**

- |     |   |   |   |   |   |  |
|-----|---|---|---|---|---|--|
| 11. | 1 | 2 | 3 | 4 | 5 | Reviews and monitors the progress of referrals.  |
| 12. | 1 | 2 | 3 | 4 | 5 | Maintains contact with the client and treatment provider to assure that goals are being met. |
| 13. | 1 | 2 | 3 | 4 | 5 | Follows up with referring supervisors.   |

#### **EXTERNAL RESOURCES**

- |     |   |   |   |   |   |  |
|-----|---|---|---|---|---|--|
| 14. | 1 | 2 | 3 | 4 | 5 | Identifies and evaluates community resources which provide quality assistance at reasonable cost for employees, family members, and the work organization.                       |
| 15. | 1 | 2 | 3 | 4 | 5 | Utilizes those resources taking into consideration the nature and severity of the problem, treatment resources, availability of health care benefit coverage, and client choice. |
| 16. | 1 | 2 | 3 | 4 | 5 | Helps employee gain access to external resources.  |

#### **EAP PROMOTION AND EDUCATION**

- |     |   |   |   |   |   |  |
|-----|---|---|---|---|---|--|
| 17. | 1 | 2 | 3 | 4 | 5 | Ensures the availability and use of promotional materials and educational activities which encourage use of services by supervisors, union representatives, employees, and covered family members. |
|-----|---|---|---|---|---|--|

#### **EVALUATION**

- |     |   |   |   |   |   |   |
|-----|---|---|---|---|---|---|
| 18. | 1 | 2 | 3 | 4 | 5 | Evaluates the appropriateness, effectiveness, and efficiency of EAP services provided to clients. |
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## CONTINUING EDUCATION

19.	1	2	3	4	5	Pursues on-going education and professional development in all facets of employee assistance services.
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## LIABILITY

20.	1	2	3	4	5	Maintains adequate professional and other appropriate liability coverage.
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Comments:

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This Employee Assistance Professional Intern Evaluation was completed and jointly reviewed by the undersigned intern and supervising licensed employee assistance professional.

_____ Signature of Intern	_____ Date
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_____ Signature of Supervisor	_____ Date
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